



NORTH CAROLINA
ADMINISTRATIVE OFFICE
of the COURTS

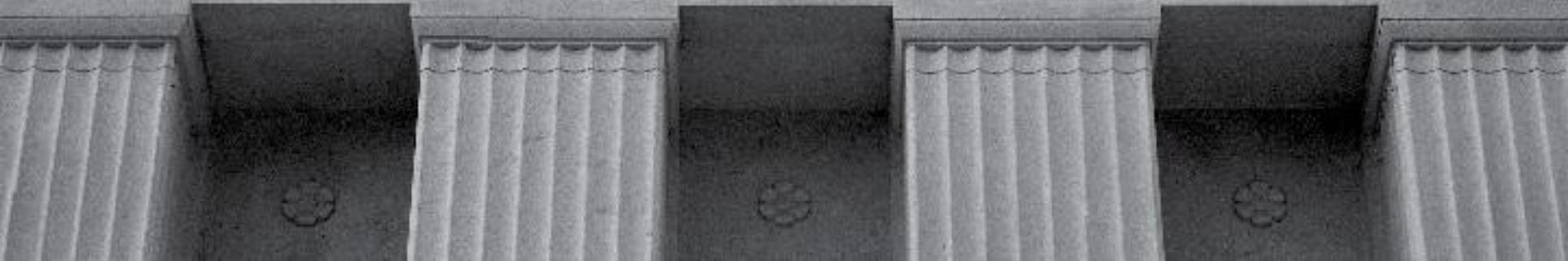
CourTools: Measuring Performance in North Carolina State Courts

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- A court performance framework
- Developed by the National Center for State Courts

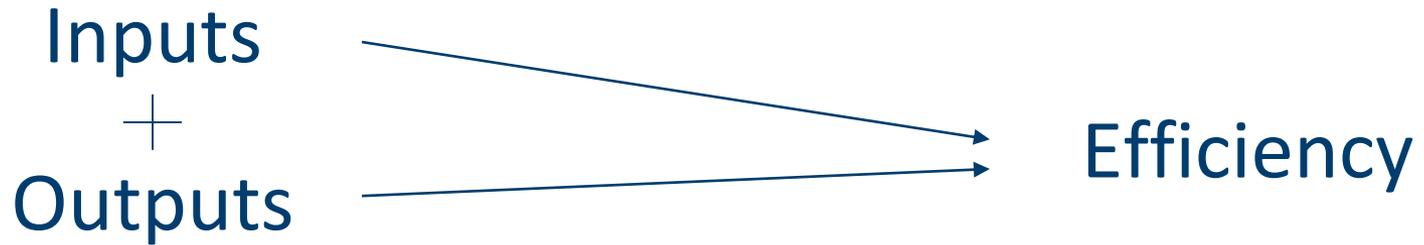


Benefits of Court Performance Metrics

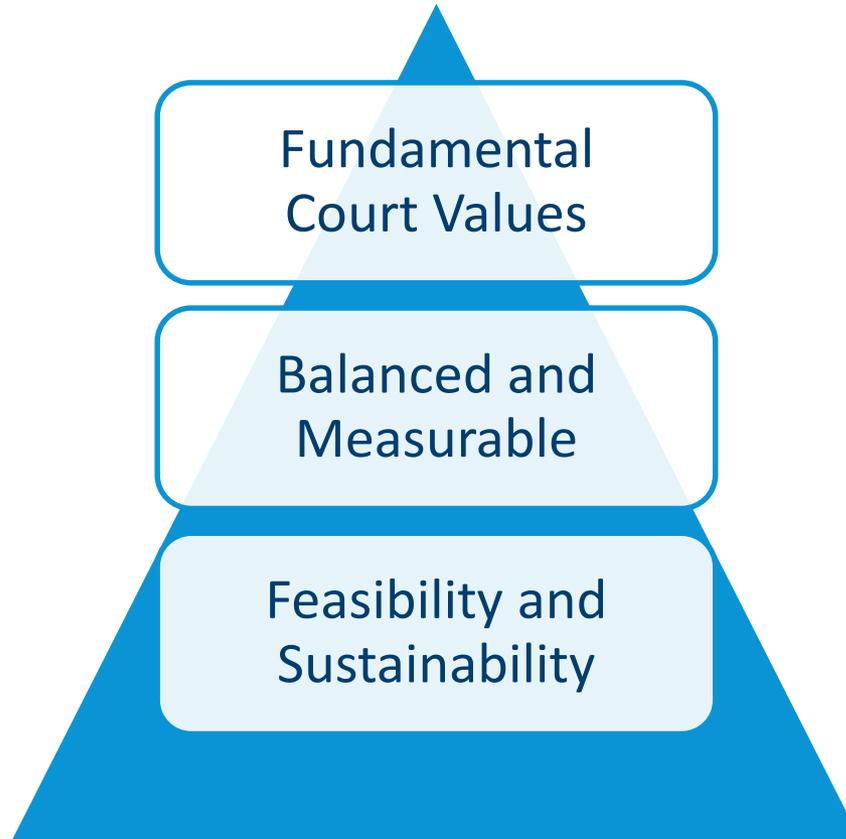
- To validate or dispel perceptions of court insiders
- To focus on areas of importance to a broad audience with multiple indicators
- To foster creativity by standardizing the ends, rather than the means
- To support evidence-based requests for new initiatives and/or additional resources
- To demonstrate accountability for judicial branch resources



Efficiency vs. Effectiveness



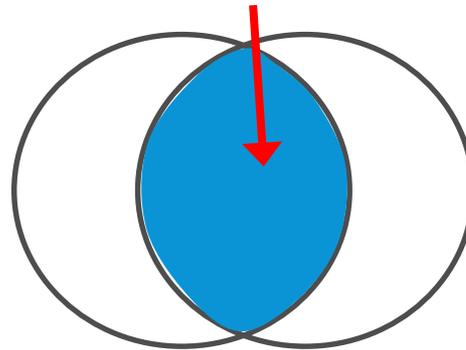
CourTools Building Blocks



What Should Be Measured?

CourTools

Things that
matter



Things that can
be measured

Trial Court Indicators

1. Access and fairness
2. Clearance rates
3. Time to disposition
4. Age of active pending caseload
5. Trial date certainty
6. Reliability and integrity of case files
7. Collection of monetary penalties
8. Effective use of jurors
9. Court employee satisfaction
10. Cost per case

Trial Court Indicators – Does North Carolina Have the Data

1. Access and fairness – CPMS
2. Clearance rates – Yes*
3. Time to disposition – Yes*
4. Age of active pending caseload – Yes*
5. Trial date certainty – Not Yet
6. Reliability and integrity of case files – No
7. Collection of monetary penalties – Case Compliance
8. Effective use of jurors – No
9. Court employee satisfaction - No
10. Cost per case – Yes, internal

Is There Data?

- Availability
- Accessibility
 - Technology cost
 - Data collection and entry costs
 - Periodic sampling v. constant collection
- Consumability

Time to Disposition – An Example

Criminal – Felony (FY2014-15)

Standard	District Court	Superior Court
75% within 90 days	45%	22%
90% within 180 days	68%	40%
98% within 365 days	86%	63%

Time to Disposition – Another Example

Infractions (FY2014-15)

Standard	District Court
75% within 30 days	14%
90% within 60 days	44%
98% within 90 days	63%

Resources

- CourTools website by National Center for State Courts
 - www.courtools.org
- Utah State Courts – Court Performance Measures
 - <http://www.utcourts.gov/courtools/>
- Massachusetts Case Flow Metrics (about halfway down the page)
 - <http://www.mass.gov/courts/court-info/court-management/case-stats/>
- Montana District Court Performance Measures
 - <http://courts.mt.gov/dcourt/measures>



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